

About your new SmartRG SR505n Modem

Your new SmartRG SR505n modem has been pre-configured by NCF, so you can use it as soon as your DSL service is active. This document provides additional information for set-up and troubleshooting.

There are 2 cables supplied with your modem: 1 phone cable, and 1 Ethernet cable. You can tell them apart by their plugs: the phone cable has narrower plugs than the Ethernet cable.

For a line with voice-service: connect DSL filter/s to any phone line/s in your residence where you have a phone device (telephone, answering or fax machine.) Plug the filter into a phone wall jack – and then the phone device into the filter. Dry loop doesn't need the filter. A phone wall jack can be shared between a phone device and a modem by using a splitter.

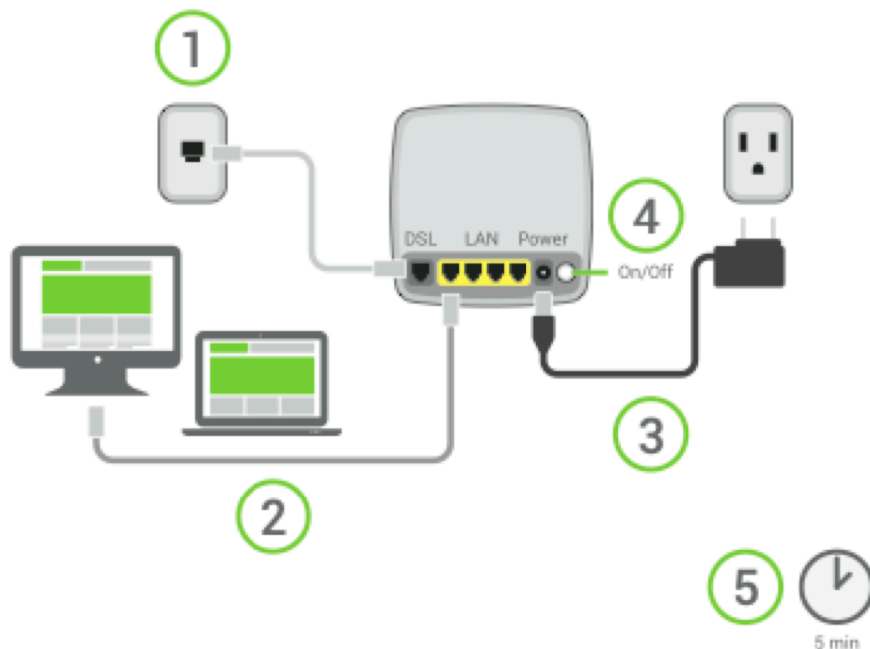
1. Plug one end of a phone cable into a phone wall jack (or splitter if sharing the phone wall jack.) Plug the other end of the phone cable into the DSL port on the modem

2. The modem lets you connect with the Internet wirelessly (Wi-Fi.) It also supports a wired connection for devices that may be near the modem. Connect the Ethernet cable to any LAN port on your modem. Connect the other end of the cable to the Ethernet port on your device

3. Plug the power adapter into a wall outlet and then into the back of your DSL modem. A power bar with a surge protector is always a good choice for this and other computer devices

4. Power-up the modem by pressing the ON/OFF button. If your computer is already on, you should see it connecting to the Internet

5. Give the computer and modem a few minutes to finish their start-up processes. You should ultimately have a solid green DSL light on the modem, and the Internet light should also be illuminated. At that point, you are likely ready to begin using the Internet.



You should have received a sheet from NCF that gives you your **NCF Member ID**, your **DSL username** and your **DSL Password**. These credentials are also in your “Welcome to DSL at NCF...” email from NCF, if you have had access to your email already.

If you plan on using wireless connection, your WiFi-capable device should be able to see a wireless network in the form **NCF_XXXXX**, where the X's are unique to your device, and could be letters or numbers.

Choose the **NCF_XXXXX** network, and when asked for a “password” or “key” use the **DSL Password** you were given for your account.

It is normal for the Wi-Fi (WLAN), LAN and/or Internet lights to flash occasionally, showing data moving about.

CAUTION: Do not press the **RESET** button inside the small hole on the back of the modem, as doing so will reset the modem to factory defaults, thus erasing your configuration.

SUPPORT

We provide support for the service we offer: connecting to NCF DSL, email and getting your modem operational. Contact NCF support at 613-721-1773, press '0' or use the Office Message feature on the NCF website at help.ncf.ca

We have a small group of staff and volunteers which limits our ability to help with your home networking issues or support your computer software and set-up issues.

DSL Troubleshooting Guide

Sometimes your DSL service can be interrupted or your initial activation might not occur smoothly. In the vast majority of cases, your DSL service will be activated quickly and operate smoothly. If you do have a problem, follow the steps below.

NOTE: Follow these instructions closely to determine where your problem resides. If Bell needs to make repairs to your inside wiring, there will be a charge that will be passed on to you, so it's important that you perform the full testing to avoid any charges.

NEVER PRESS THE RESET BUTTON IN THE BACK OF THE MODEM – doing so will reset the modem to factory defaults and you will have to re-configure the modem or bring the modem to NCF to have it re-configured.

1. Ensure you haven't put a filter on the line that goes into your modem. Filters are used to REMOVE the DSL signal from phone device/s so that they are not noisy. They will thus stop the DSL signal from reaching your modem
2. Ensure all phone device/s (telephone/s, answering or fax machine/s) have filters plugged into the phone wall jack, and then are themselves plugged into the filter. Not having filters will cause hissing on the line and will affect DSL signal
3. Use only the phone cable that came with the modem (preferred to be less than 2 metres long)
4. Note the indicator lights that are showing on your modem. If there is no DSL light illuminated that means there is no DSL signal arriving at the modem. It takes up to 5 minutes for that light to illuminate after powering on the modem
5. If there is no DSL signal, try unplugging ALL phone device/s (telephone/s, answering or fax machine/s) and filters from your phone wall jacks, turn your modem off, wait 10 seconds, then turn your modem back on again. Wait 5 minutes and if there is still no DSL Signal, proceed to the next step
6. Check to see if there is a telephone jack at your home's **Demarcation Point**. This is the location inside your home where the Bell wires enter through the wall from outside. If there is a jack there, bring your modem to that Demarcation Point jack and see if the DSL light comes on. If your home's **Demarcation Point** is on an outside wall (common in new homes) or in a locked utility room (common in apartment buildings), contact NCF for assistance.

If you still have no DSL signal, and the service was operational beforehand, please contact NCF via the SUPPORT number OR email us at office@ncf.ca so that we can help you by opening a 'Trouble Ticket' with Bell.

Note that wiring INSIDE your home is your responsibility. The quality of in-home wiring varies greatly, particularly in older homes. Contractors can be found who will adjust, improve or repair your wiring. Search the Internet using terms such as “home networking wiring Ottawa”. If Bell needs to make repairs to your inside wiring, there will be a charge that will be passed on to you.

Having trouble with a poor Wi-Fi signal in certain areas of your home?

1. Sometimes small movements of the antenna can aim the radio-waves more suitably for reaching a device in a certain area of your home. Try various positions, but be gentle with the antenna as it can break
2. Ensure that the modem is not sitting beside, or behind, any large metallic objects. Such an object, like a filing cabinet or large appliance, can shield the radio-waves from reaching the places where you wish to receive them
3. Try moving the modem to a different location which is more central to your home, as long as there is a phone wall jack nearby.

ACCESSING THE MODEM's SET-UP INTERFACE (suitable for technically-inclined members)

You will normally not need to use the modem web interface which is presented on a web page within your modem. However, if you are comfortable with the technical details of networking and need to alter your modem configuration for some reason, these details will help you do so.

For problems with your modem or DSL service, see **How to get help**, described below.

You access the configured modem web interface with a web browser at <http://192.168.1.1> and enter:

Username: **admin**

Password: **DSL Password** – information included in the box and in the “Welcome to High-Speed Internet...” email from NCF.

STEPS TO RE-CONFIGURE A MODEM, IF REQUIRED

This process is suitable for members who are technically-inclined. Read through to understand the options.

Resetting your modem:

WARNING: Resetting your modem will reset the modem to the factory default and erase your configuration.

NOTE: if you wish to adjust your configuration in some way, such as changing a password, or changing to **Bridge Mode** to accommodate a separate router, you do NOT need to reset the unit before reconfiguring. Rather, log into your modem's web page at **192.168.1.1**, use user name **admin** and your **DSL Password** for the password and make your changes.

1. Connect the modem directly to the computer via the Ethernet cable then power-up the modem
 2. Once the modem finished the start-up process, insert a pen or paper clip in the reset pin hole at the back of the modem
 3. Hold the pen or paper clip pressed for 10 seconds
 4. Start-up your computer and the you'll be able to access the modem with a web browser
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Configuring your modem for VDSL service:

1. Open web browser and type **192.168.1.1** in the address bar. Press the **ENTER** key
2. Enter username: **admin**
3. Press the **tab** key or click in the **Password** field
4. Enter password: **admin** (remember, the modem was reset and lost your **DSL Password**!)
5. Press the **ENTER** key or click **Log In**

Device Info:

6. Click on the **Manage Gateway (advanced)** link (top right-hand side of the page)

Wide Area Network (WAN) Service Setup:

7. Click on **Advanced Setup** (left-hand side of the page)
8. Click on **WAN Service**
9. Click on the **Edit** button

PPP Username and Password:

10. Fill-in your **PPP Username**; (i.e., aa123@ncf.ca) and **PPP Password** (DSL Password) details
11. Scroll to the bottom of the page, check that: **Enable Firewall**, **Enable NAT** and **Enable SIP/ALG** are enabled
12. Click **Next**
13. Click on **ppp0.1** (under **Selected Default Gateway Interface**)
14. Click **Next**

DNS Server Configuration:

15. Click on **ppp0.1**
16. Click **Next**

WAN Setup – Summary:

17. Click on **Apply/Save**

DSL ATM Interface Configuration for ADSL:

18. Click on **Advanced Setup** (left-hand side of the page)

19. Click on **Layer2 Interface**

20. Click on **ATM Interface**

21. Click on **Add**

ATM PVC Configuration:

22. Ensure that **VPI: 0** and that **VCI: 35**

23. Under **Select DSL Latency**, check both **Path0 (Fast)** and **Path1 (Interleaved)**

24. For everything else, use the defaults

25. Scroll to the bottom of the page

26. Click **Next**

Wide Area Network (WAN) Service Setup:

27. Click on **Advanced Setup** (left-hand side of the page)

28. Click on **WAN Service**

29. Click the **Add** button

WAN Service Interface Configuration:

30. From the drop-down box, select **atm0/(4_0_35)**

31. Click **Next**

WAN Service Configuration:

32. Ensure **PPP over Ethernet (PPPoE)** is the active choice

33. Ensure **Service description** is as shown (**pppoe_4_0_35**)

34. Click **Next**

35. Scroll to the bottom of the page, check that: **Enable Firewall**, **Enable NAT** and **Enable SIP/ALG** are enabled

36. Click **Next**

37. Click on **ppp0.1** (under **Selected Default Gateway Interface**)

38. Click **Next**

DNS Server Configuration:

39. Click on **ppp0.1**

40. Click **Next**

WAN Setup – Summary:

41. Click on **Apply/Save**

NOTE: if any of the above explanations is unclear, you should not attempt to configure your own modem. Simply contact or visit NCF and we can help you. Support is included in the cost of your service.

Configure as bridge – do this only if you prefer to use your own router rather than the one built into your modem:

42. Connect an Ethernet cable from your PC to one of the yellow rear ports

43. Open web browser and type **192.168.1.1** in the address bar

44. Press the **ENTER** key

45. Enter username: **admin**

46. Press the **tab** key or click in the **Password** field

47. Enter password: **admin** (remember, the modem was reset and lost your **DSL Password!**)

48. Press the **ENTER** key

Wide Area Network (WAN) Service Setup:

49. Click on **Advanced Setup**

50. Click on **WAN Service**
51. Click on **Add**

WAN Service Interface Configuration:

52. Click on **Next**

WAN Service Configuration:

53. Click on **Bridging**
54. Ensure that **802.1P** is set to **0** and **802.1Q** is set to **35**
55. Click on **Next**

WAN Setup – Summary:

56. Click on **Apply/Save**
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Wireless Configuration:

57. Click on **Advanced Setup**
58. Click on **Wireless**
59. Ensure **Enable Wireless** is checked
60. **SSID** is set to NCF plus a random number, such as **NCF_123456**. It is not recommended to use your first or last name or address as this information is broadcast and others in your area will be able to associate the signal with your home
61. Scroll to the bottom of the page
62. Click on **Apply/Save**

Wireless Security:

63. Click on **Advanced Setup**
 64. Click on **Wireless**
 65. Click on **Security**
 66. Set the **Network Authentication** to Mixed WPA2/WPA-PSK
 67. Set the **WPA/WAPI passphrase** to be your **DSL Password**
 68. Uncheck **Use base MAC address as WPA/WAPI passphrase**
 69. Click on **Apply/Save**
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Password protect the Admin Role:

70. Click on **Management**
 71. Click on **Access Control**
 72. Click on **Passwords**
 73. Enter **admin** for the User Name
 74. Enter **admin** for the Old Password
 75. For the **New Password** use your **DSL Password** (recommended) or another strong password
 76. Enter it again in the **Confirm** Password field to confirm
 77. Click on **Apply/Save**
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Dial-Up Access/Email Setup Information

As an NCF member you have an email account, space for a website, and access to our legacy dial-up.

Here is some information and various addresses related to NCF Service:

- If you still have access to a dial-up modem, you can access our dial-up service at 613-520-1135

NCF websites:

- <http://www.ncf.ca> General information about NCF and for new registrations.
- <http://start.ncf.ca> This is your personal NCF Start Page: see web-based email access along the left side of this page.
- <http://help.ncf.ca>
 - Includes our **Help** pages and **Office Message** (Office Message is a quick way to get answers)
 - Information on account, passwords, email Setup, Spam Filter, Email Aliases, Publishing your web page and Newsgroups
- How to get help:
 - Online help at <http://help.ncf.ca> – Detailed how-to information.
 - Help Desk discussion groups: Members help members solve problems
 - Office Message. on your start page, it connects directly with the office
 - If you can't get online, give us a call at 613-721-1773 and press '0' *
 - You can email us at office@ncf.ca

You can host your own web page on NCF servers. Your web address is: http://web.ncf.ca/NCF_ID (replace NCF_ID with your ID). See more info on web hosting at: http://www.ncf.ca/ncf/support/wiki/Publishing_Web_Pages

**** About Voice Mail: if staff or volunteers are busy with assisting other members, our phone system will ask you to leave a message. Messages go directly into our trouble-ticket system and someone will get back to you.***

If you find any mistake/s in the above text or feel it could benefit from additional explanation/s, please send your comment/s to office@ncf.ca – Thank You!